(ग) से (च) : निर्धारित लाईसेंस शुल्क अदा किये बगैर टेलीफोन लाइनों पर फैक्स के गैर कानूनी इस्तेमाल की घटनाएं विभाग के ध्यान में आती रहती हैं । ऐसे मामलों में, संबंधित उपभोक्ताओं के विरुद्ध भारतीय तार अधिनियम के संगत उपबंधों के अनुसार कार्रवाई की जाती है। लाईसेंस शुल्क समाप्त करने का कोई प्रस्ताव नहीं है क्योंकि (I) लाईसेंस शुदा फैक्स प्रयोगकर्त्ताओं की संख्या में धीरे-धीरे वृद्धि हो रही है (II) लाईसेंस शुल्क, फैक्स मशीन की लागत की तुलना में काफी छोटी राशि है ।

अनुरक्षण और प्रचालन, अधिकारियों के विरुद्ध प्राप्त शिकायतें

2550. **चौधरी हरमोहन सिंह** : क्या संचार मंत्री यह बताने की कृपा करेंगे कि :

(क) क्या यह सच है कि सरकार की संचार प्रणाली के क्षेत्रीय अनुरक्षण और प्रचालन अधिकारियों के कार्यों के बारे में शिकायतें मिली हैं ;

(ख) यदि हां, तो इस संबंध में पिछले तीन वर्षों का सर्किलवार ब्यौरा क्या है ;

(ग) क्या सरकार ने पिछले तीन वर्षों के दौरान इस में किस कर्मचारी अधिकारी के विरुद्ध कोई कार्यवाही की है;

(घ) यदि हां, तो उसका सर्किलवार ब्यौरा क्या है ; और

(ङ) इस संबंध में सरकार द्वारा कौन-कौन से सुधारात्मक उपाय किये गये हैं ?

संचार मंत्रालय के राज्य मंत्री (श्री सुखराम) : (क) से (ङ) सूचना एकत्र की जा रही है और सभा पटल पर रख दी जायेगी ।

टेलीफोन उपभोक्ताओं के परिसरों में एक पृथक टेलीफोन मीटर का लगाया जाना

2551. **श्री सुशील कुमार संभाजीराव शिन्दे** : क्या संचार मंत्री यह बताने की कृपा करेंगे कि :

(क) क्या सरकार टेलीफोन उपभोक्ताओं के परिसरों में एक पृथक टेलीफोन मीटर लगाने के बारे में विचार कर रही है जिससे कि उपभोक्ताओं को भविष्य में एक तरफा मीटर रीडिंग में कुछ संरक्षण मिल सके ;

(ख) यदि हां, तो इसका ब्यौरा क्या है ; और

(ग) यदि नहीं, तो इसके क्या कारण हैं ?

संचार मंत्रालय में राज्य मंत्री (श्री सुखराम) (क) जी नहीं ।

(ख) और (ग) इसे तकनीकी दृष्टि से व्यवहार्य नहीं पाया गया ।

Opening of P.C.Os and STD in Gujarat and Bihar

2552. SHRI RAMENDRA KUMAR YADAV "RAVI":

SHRI RAJUBHAI A. PARMAR:

Will the Minister of COMMUNICATIONS be pleased to state:

(a) what are the details of the schemes for opening P.C.Os and STD in big cities and rural areas of Gujarat and Bihar States in the coming year;

(b) what is the time frame fixed for implementing these schemes; and

(c) what percentage of population will be benefited after implementation of these schemes?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM) (a) Details of the schemes for opening local PCOs and STD PCOs are as per Statement I & II (*See* below). The targets fixed for opening public

Telephones for the year 1993-94 are as under:—

	Local PCOs (including Trunk PTs)	STD/ISD PCOs
Bihar	400	400
Gujarat	1850	1850

(b) The targets for 1993-94 are to be achieved before 31.3.94.

(c) It is not possible to quantify the percentage of population who would be benefited.

Statement

Subject:—*Local Public Telephones*

The Department will open public Telephones in the following places:—

(a) At places, where these are needed most like Hospitals, Airports, Railway Stations, Cinema Houses etc.

(b) In localities where people may not be able to afford telephones of their own like Jhuggi Jhompadi and slum areas.

(c) In areas where the Department if not able to provide telephones due to shortage of exchange capacity.

Departmental public call offices: A booth will be provided with a coin collection box in the desired location where people frequent. Calls are established when the user deposits coin (s) of the specified denomination(s) after the called subscriber answers the call. This is an unattend- Departmental Public Call Office Detialed instructions are in force for ensuring effective functioning of these PCOs.

Maned Public Call Offices: Public Call Offices will be opened in Post Offices and Departmental Telegraph Offices without Coin Collecting Boxes. These PCOs will be manned by the staff of the Post Office or Telegraph Offices. Facilities are available for making local calls.

Private Local Public Call Offices: Private Call Offices are opened:—

(a) without attendant but with CCB.

(b) with attendant—Local call charges will be collected by the attendant as per approved rates.

Public Call Offices manned by handicapped persons:—Public Telephones are opened to be manned by handicapped persons under a scheme introduced in the International Year of the Handicapped. This scheme has provided employment opportunity to a considerable number of handicapped persons.

Guarantee and Security deposit: The Private Public Call Offices are to be guarantted for a specified amount of income per month by the parties hiring the PCOs and they are also to pay security deposits as fixed by the Department However, the handicapped persons are exempted from payment of security deposit. The long Distance Public Telephones located in Post Offices are not required to give minimum guarantee amount and they will observe the same working hours as of the post office. The minimum guarantee amount prescribed for local PCO at present is Rs. 500/- per month.

Commission payable to hirer of PTs: Commission is payable to the hirers of the public telephones on the metered calls at the prescribed scale per unit call as fixed by the Department. The commisssion prescribed at present is 40 paise per unit call.

Statement II

SUBJECT: Review of Policy on STD PCOs.

Under the orders of Hon'ble Minister of State (C), the liberalise policy of allotment of STD Payphones enumerated in our office Memo No. 31-13/91-PHB dated 14-8-92 has been reviewed with a view to provide greated employment opportunities to educated unemployed. The following guidelines are issued for implementation with immediate effect.

I. GENERAL:

1. *Eligibility*: Only educated unemployed persons are eligible to apply for allotment of STD PCOs. They should produce an unemployment certificate from their local MPs/MLAs/ Revenue Authorities of the Rank of Tehsildar and above/employment officer/Chairman or Member of Zila Parishads/ Panchayat or Village Pradhan or Secretaries of recognized Social Organisations like Rotary Club/Lions Club etc., who have jurisdiction over the locality where the applicant resides. The educational qualifications for the applicants are:-

(i) for rural areas: 5th or Middle School pass and above.

(ii) for Urban areas: At least matriculate or High School and above.

Application is to be submitted in the prescribed proforma enclosing the unemployment certificate and agreeing to the terms and conditions prescribed by the Department of Telecom for the operation of STD PCOs.

2. *Selection of Bonafide persons*: A Committee with a composition as given below will select the applicants for allotment of STD PCOs after proper scrutiny and verification of bonafides. As a check against possible frauds, photocopy of the unemployment certificate may be sent by registered letter to the issuing authority with a covering letter requesting for getting it verified. The Committee will allot the available number of PCOs giving preference to following categories of persons:—

(a) Handicapped including Blind persons.

(b) SC/ST applicants.

(c) Ex-servicemen/War widows.

(d) Retired DOT employees or their dependents.

(e) Dependents of freedom Fighters.

(f) Charitable Institutions/Hospitals.

The committee will be fully authorised to allot STD PCOs and also decide the location of the new PCOs.

Composition of the Committee:

(a) The Committee for allotment of the new STD payphones would consist as under:

(i) Head of the SSA Chairman.

(ii) An Officer from the Finance & Accounts Wing of the Department working under the SSA Head such as AO/CAO etc.—Member.

(iii) Three Non-official member would be nominated by the Ministry for a tenure period of two years.

3. *Procedure for allotment*: The Committee will meet atleast once every month depending on the amount of work relating to allotment STD PCOs to scrutinise and select the applications from eligible persons for STD PCO allotment.

4. Loan facility to STD PCO Allottees: SSA Head will issue a certificate of allotment of STD PCO to the allottee to enable him to seek loan etc. from scheduled banks. SSA Head will also provide all assistance in this regard.

5. *Extent of provision*: Upto 5 per cent capacity of the exchange lines is to be reserved for allotment of PCOs (STD and Local).

6. *Type of Exchange to which STD PCOs should be parented*:
STD PCOs would normally be parented to an Electronic Exchange only. In a place which is served by electro mechanical exchanges, a new 128 PCDOT electronic exchange or an electronic exchange of a higher capacity with 16 KHz home metering capability can be opened and all STD Payphones may be parented to this electronic exchange. The call loggers working with these STD PCOs should be operated on 16 KHz cycle pulse from the parented electronic exchange.

7. *General conditions*:

(i) One applicant should be provided with only one STD Payphone/ However, the existing bulk franchisees will continue to operate as per terms and conditions of their existing agreement.

(ii) All STD payphones should be so installed that they face public road/lane to allow free access to public.

(iii) The opening hours of such public telephone would be atleast from 6.00 a.m. to 10.00 p.m.

(iv) Terminal equipment used by the allottee should be interface approved and they should not be programmable locally. Simple call loggers/Chrge indicators manufactured by Hindustan Teleprinters Ltd. or other manufacturers which are interface approved by the dspartment should be used. Use of stop watch will not be permitted (list of approved charge indicators is being circulated separately).

(v) The allottee of STD PCO will be entitled to 20 paise per call unit upto 10,000 all units, 15 paise per call unit in the range of 10,000 to 20,000 call units and 10 paise per call unit beyond 20,000 call units as commnssion for the total number of call units made over a period of one month.

Procedure for recovery of security deposit and bills from STD PCO allottee will be as under:

Two accounts either in a Public Sector Bank or in Post Office Savings Bank will be opened per STD PCO allottee. The first account will be opened in the name of Deparment of Telecom in which the allottee will deposit daily the entire collection of the day after deducting 20 paise per call unit upto 10,000 call units; 15 paise per call unit in the range of 10,000 to 20,000 call units and 10 paise per call unit beyond 20,000 call units as commission for the total number of call units made over a period of one month. The A.O. (TR) will monitor the proper deposit of the amount coordinating with bank/post office and will also ensure that all bill in respect of these STD PCOs are timely adjusted from above account. The other account will be in the name of the allottee and it will be pledged to the President of the Union of India. The allottee will deposit 5 paise per call unit in this account daily towards security deposit and this deposit will continue to be made till the amount becomes equal to Rs. 5000/- in respect of Urban STD PCOs or Rs. 600/- in the case of rural STD PCOs or average one month revenue whichever is higher. In rural areas, if the facility of Bank or Post Office is not available nearby, the above deposits can be made weekly. The telephone Inspectors and JTOs in the field will periodically inspect and check the passbooks

of PCO allottees for prompt depositing. Defaulters, if any, in this regrd would be brought to the notice of higher authorities for taking action against them. Lapses on the part of the field staff during inspection will be dealt with severe penalties.

(vi) The security deposit can also be deposited in cash in one instalment or be in the form of a Bank Guarantee.

(vii) Rates of pulse should be displayed prominently by the allottee of STD PCO for all important stations in the country and all stations within 200 Kms.

(viii) The applicants have to apply in the prescribed form for the allotment of STD PCOs.

(ix) The applicant should sign an agreement in the prescribed form with the Telecom Authority when an STD PCO is allotted to him.

(x) Incoming call facility will be allowed on all STD PCOs.

(xi) Shifting of STD PCOs within the local area is permitted. Normal shifting charges applicable to DEL will be levied.

(xii) Periodical surprise checks should be done to see that the allottee charges customers as per the guidelines given by Department of Telecom.

(xiii) Guidelines for applying for PTs and rules governing them should be published in tne commercial information pages of the telephone directory.

(xiv) Periodical advertisements may be inserted in local newspapers, when sufficient number of applicants are not forthcoming.

II. **Rural**

Apart from the general conditions the following guidelines have to be followed in respect of rural STD PCO operation. The rural STD PCO is defined for this purpose as one working in an exchange system which has a total capacity of 512 lines and less.

1. A minimum guaranteed revenue per PCO per month in the case of rural STD PCOs is fixed as Rs. 100/-.

2. A security deposit of Rs. 600/- based on six months guaranteed revenue or monthly average wnichever is higher has to be deposited by the allottee of the STD rural PCO. This average revenue is calculated on the basis of the revenue of the previous six months.

3. Weekly billing cycle would be followed for recovery of STD PCO charges.

III. **Non-Rural (Urban)**

Apart from the general conditions mentioned above, the guidelines detailed below have to be followed in respect of the STD PCOs scheme in Non-rural (Urban) areas:

1. Atleast one STD PCO may be made available for about every 100 dwelling/Business premises.

2. STD PCO location

While selecting the location for allotment of PCO, tne SSA Head will consult the local bodies like Municipality, Public Institutions etc. to allocate convinient places for the PCO Booths. The important places given below should invariably be covered while selecting the location of PCO booths:

— Commercial Housing Societies.
— Resettlement Colinies.
— Government Colonies.
— Family Quarters of Defence Personnel.
— Student's Hostels
— Bus Stands.
— Tourist Centres.
— Airports

— Pilgrim Centres
— Railway Stations
— Charitable Institutions.
— Hospitals
— Educational Institutions, Public Libraries etc.

4. A minimum guaranteed revenue per PCO per month to the Department in the case of Non-rural (Urban) STD PCOs is fixed as Rs. 1600/-.

5. The amount of security deposit will be Rs. 5000/- or an amount equal to the average monthly revenue whichsver is higher. The average monthly revenue will be calculated on the basis of previous six months revenue.

6. Fortnightly billing cycle will be followed for recovery of STD PCO charges. If the charges are heavy, weekly billing may be resorted to by local telecom authority.

Stay Odder Passed by the Andhra Pradesh High Court for Allotment of STD/ISD Booths

2553. DR. YELAMANCHILI SIVAJI: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is a fact that the High Court of Andhra Pradesh has stayed the release of Public Telephone STD/ISD booths in the State;

(b) if so, when this order was passed by the High Court;

(c) whether this order was passed ex-parte;

(d) what steps Goverment propose to take to get the stay vacated; and

(e) what are the reasons for the apathy of the standing council in this regard?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) The High Court of Andhra Pradesh has directed the department not to sanction/allot any fresh public telephone in Guntur Krishna, Ananathpur districts and Eluru town only.

(b) The orders were passed by the Hon'ble High Court of Andhra Pradesh on 23-3.91, 20.11.92, 1.12.92 and 7.4.93 in different writ petitions.

(c) No, Sir.

(d) The Central Government Standing Counsel ad Addl. Standing Counsel have been suitably briefed for filing petition for vacating the stay orders expeditiously.

(e) There is no apathy on the part of the standing counsel and petitions for vacating the stay orders are being filed.

Collapse of Telephone System in Calcutta

2554. PROF. SAURIN BHATTACHARYA: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is a fact that a large number of subscribers telephones under the charge of General Manager (South) Calcutta Telephones have been remaining out order for the last several months;

(b) whether the Calcutta Telephones are unable to provide regular service even to Government offices including Chief Post Master General Office, Rashbehari Avenue Public Call Office/DTO resulting into total collapse of the system;

(c) whether any investigation has been ordered on this account;

(d) if so, what are the facts thereof; and

(e) what further steps are being taken urgently to improve telephone services?